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1.0 Purpose/Objective/Plan

The operational plan shall document a procedure for management review that evaluates the continuing suitability, adequacy and effectiveness of the Quality Management System and that includes consideration of:

- a. Incidents of regulatory non-compliance
- b. Incidents of adverse drinking-water test
- c. Deviations from critical control point limits and response actions
- d. The efficacy of the risk assessment process
- e. Internal and third part audit results
- f. Results of emergency response testing
- g. Operational performance
- h. Raw water supply and drinking water quality trends
- i. Follow-up on action items from previous management reviews
- j. The status of management action items identified between reviews
- k. Changes that could affect the quality management system
- l. Consumer feedback
- m. The resources needed to maintain the quality management system
- n. The results of the infrastructure review
- o. Operational plan currency, content and updates
- p. Staff suggestions
- q. Review of Element 21- Corrective Actions and Preventative Actions Implementation and Effectiveness

2.0 Procedure

- 2.1** ensure that a management review is conducted at least once every Calendar Year
- 2.2** Consider the results of the management review and identify deficiencies and action items to address the deficiencies, action items will be recorded on OP-E20-2 Management review Action items.
- 2.3** Provide a record of any decisions and action items related to the management review including the personnel responsible for delivering the action items and the proposed timelines for their implementation, and
- 2.4** Report the results of the management review of the identified deficiencies, decisions and action items to the owner.
- 2.5** The operating Authority will strive to continually improve the effectiveness of its quality management system through use of corrective actions.
- 2.6** The consumer feedback procedure is in OP-E12 communications element.
- 2.7** The Project Manager will send the Management review report to the Owner on an annual basis.

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2.8 As Per Element 21 During the Management Review the Corrective Actions and Preventative Actions will be evaluated for Implementation and Effectiveness

3.0 Associated Documents

QMS Overview

Element 1: OP-E1-2 Compliance Calendar

Element 2: OP-E2-1 Policy Statement

Element 20: OP-E20-1 Management review template

Element 20: OP-E20-2 Management review Action Items

OP-E12 Communications

Element 21 and associated Documents

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Revision History

New Revision	Date of Revision	Summary of Changes	Revised by
9	July 30, 2026	Changed all "appendix" to reflect new names of documents. Changed "3.0 Appendices" to "3.0 Associated Documents" Added revision history.	Chloë Godfrey